



Arizona Registrar of Contractors 2020 Year in Review

10 Agency Success Stories





It is the philosophy of this Agency
to do what is best for the customer,
not necessarily what is the easiest
for the Agency.



-Jeff Fleetham
Director
Arizona Registrar of Contractors

01

All AZ ROC Services Are Now Available Online

As of October 2020, all AZ ROC services are now available online! This saves time for our customers either by saving them a trip down to one of our offices or the several days it can take for documents to arrive in the mail.





02

Contractor Forums Gone Digital

In 2020 the Agency held 17 contractor forums: 6 Licensed Contractor Forums, 5 New Licensee Forums, 2 Association Forums, and 4 Applicant Education Seminars. Despite having one less forum than in 2019, the Agency saw a 170% increase in forum attendance from the previous year.

In the past, the Agency held contractor forums throughout the state and traveled outside the Phoenix Metro area for forums on a bi-monthly basis. Moving the forums online made them more efficient and accessible to a wider number of participants. Of note, after the pandemic the agency looks forward to offering both virtual forums and a return to in-person meetings.

03

Licensing Application Backlog

AZ ROC's Licensing Department normally receives approximately 325 license applications per month.

Executive Order 2020-17 temporarily delayed the testing requirements for new applicants due to closures and limits related to the COVID-19 pandemic. This led to the department receiving an average of 502 applications per month between April through July 2020.

This increase in the number of applications and the required follow-up to ensure testing requirements were later met, created a backlog of applications. At the highest point the backlog totaled 322 applications.

As of Dec. 3, 2020, the backlog of applications were processed and the Agency's Licensing Department began again reviewing applications they received the day prior.



04

Lowe's Brochure Program

In 2020 AZ ROC partnered with Lowe's to get Agency brochures in all 32 Arizona locations.

Previously in 2019, AZ ROC partnered with The Home Depot to get Agency brochures in all 56 Arizona locations.

05

Interagency Cooperation

In December 2020, the Agency's IT Department completed the development of an Application Program Interface (API) with the Arizona Office of Administrative Hearings (OAH) to facilitate transferring hearing files from our system to theirs.

This new tool streamlines a process that was previously manual and done primarily over email. It also allows the Agency to share a larger number of different file types with OAH rather than just text file sharing.

06

Compliance Department Communication

As of September 2020, AZ ROC Investigators are calling 100 percent of licensed complaint respondents, whereas many were previously only notified about complaints by mail.

The goal of the complaint process is to reach a resolution between the contractor and the homeowner. The participation of both parties is very important to the process, and this effort will hopefully increase the number of contractors attending jobsite inspections.



07

Public Records Processing Time

As of November 2020, public records requests are down to an average of 6 days to process. In 2019 the average processing time was 39 days.

This success is the result of both the Agency's Legal Department's efforts to process requests faster and the 2019 implementation of an online public records request portal.

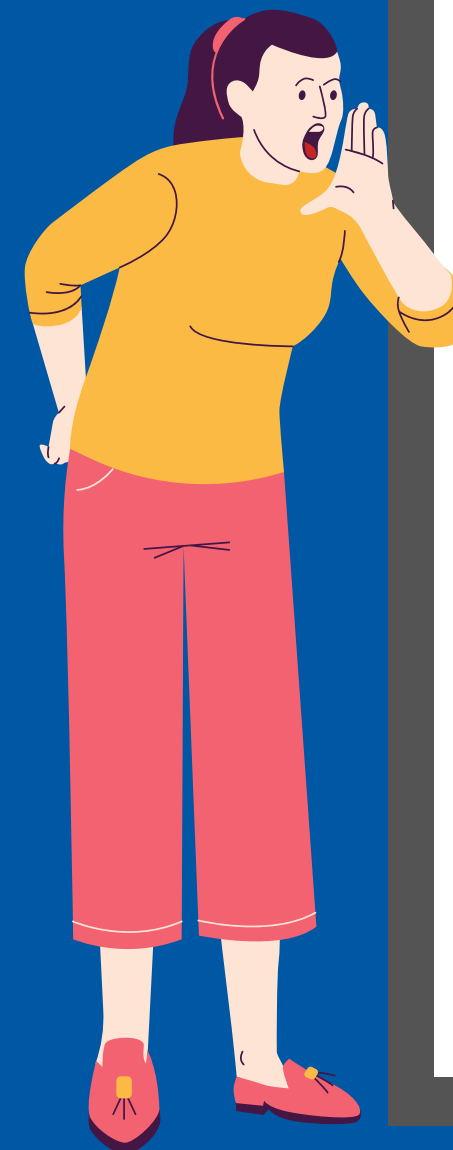
08

Improving Communication with Applicants

In September 2020, the Agency held it's first Applicant Education Seminar, a forum designed to walk new license applicants through the application process to avoid mistakes and returned applications.

Data is still being collected to see if these seminars decrease the number of returned applications for mistakes or missing information.

The Agency has received a number of positive comments regarding the helpfulness of these presentations.



To: Marlee McCormick

Marlee!!!! I know that this is just a template email that gets sent out to everyone that gets a license, but thank you for this!

I really appreciate all of your help in this process. I want to thank you and Jim for putting that presentation together. I had been contemplating getting my license for YEARS, and I can in all honesty say that that presentation was the pivotal turning point in which I decided to pull the trigger and go for it. You guys answered all of the lingering questions in my head that prevented me from taking the necessary steps, and provided the encouragement necessary for me to move forward. I couldn't thank you both enough. I don't have Jim's email, but please extend my gratitude to him as well.

Thank you again,



09

Decreased the Average Number of Days to Issue a License

In 2019, the Agency issued 4,144 licenses and it took an average of 19.5 days to process the applications.

In 2020, even with the logistical challenges of the global pandemic, the Agency issued 4,522 licenses at an average of 15.6 days from intake to issuance - nearly a 10 percent increase in applications and a 20 percent decrease in the time to issue.





10

New Document Management System

The Agency implemented a new document management system to keep our electronic documents secure and organized for faster processing. This new system also allows us to quickly share electronic documents with customers and partners as needed and enabled staff to continue to seamlessly work from home during much of COVID-19's spread.

WE ARE HERE FOR YOU

2020 presented some unprecedented challenges.

AZ ROC is always working to reduce burdens and increase access to our services.

If you have questions or concerns give the Agency a call or attend one of the monthly Licensed Contractor Forums.





Our Phone Lines are Open.

If you want to speak to a person, give us a call from the comfort of your own home or on the go. Our phone lines are open Monday through Friday from 8 AM to 5 PM.

1-877-692-9762



24 Hour Access to Information and Services Online

All our services are available online using the ROC Customer Portal at www.roc.az.gov.



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